

## DOMESTIC SERVICES PRICELIST

### • BIZ STANDARD – OFFICIAL

DESTINATION	CHARGE (up to 2 kg)	CHARGE FOR EVERY EXTRA kg	DELIVERY TIME (working days)
ATTICA	€ 7.69	€ 1.98	1
LAND DESTINATIONS (OUT-SIDE ATTICA)	€ 8.18	€ 2.98	1 – 2
ISLAND DESTINATIONS	€ 8.18	€ 2.98	1 – 2
INACCESSIBLE AREAS	€ 9.67	€ 2.98	1 – 4

- I. Door-to-door Service: Pick-up and delivery of shipment is done from sender address to receiver address.
- II. Service includes a written pre alert to receiver via Viber text or SMS, in case the receiver does not use Viber, as well as a reminder via Viber or SMS, in case initial delivery attempt is not successful.
- III. Remote regions are listed in detail on Biz Courier & Logistics website [www.bizcourier.eu](http://www.bizcourier.eu)

### • BIZ SAME DAY (SAME DAY DELIVERY)

DESTINATION	CHARGE UP TO 2 kg	CHARGE FOR EVERY EXTRA kg
ATTICA	0.99 € per km / Minimum charge in 10€	1.98 €

- I. Door-to-door Service: Pick-up and delivery of shipment is done from sender address to receiver address on the same day.
- II. Service available in Athens and greater Attica area, exclusively after written request (Biz Courier business hours, [https://q.page/Biz\\_FF?gm](https://q.page/Biz_FF?gm)) via email at [info@bizcourier.eu](mailto:info@bizcourier.eu), subject: Same Day.

### • ADDITIONAL SERVICES - CHARGES

TYPE OF SERVICE	CHARGE
CASH-ON-DELIVERY	€ 4.96
MORNING DELIVERY (usually before 10.30 a.m.)	€ 4.53
SATURDAY DELIVERY	€ 3.24
PURCHASE / PAYMENT	€ 6.60
TIME CRITICAL (Delivery within a three-hour time frame, upon request)	€ 4.40
REGISTRATION (PROTOCOL) NUMBER RETURN	€ 10.48
HOLD / HOUR	€ 23.22

All above prices are final and include VAT (24%). In the event of changes in the VAT rate prices will be adjusted accordingly to reflect the updated VAT.

**Cash-On-Delivery Service:** Delivery of postal consignment with simultaneous collection of payment required by Sender / Customer in cash, cheque or via bank cards using POS, Mobile POS machines etc.

Payment of collected cash-on-delivery consignment fees is done daily via bank transfer. In case of overdue amounts by the customer (unpaid invoices etc.), an offsetting process will take place to clear the unpaid amount before the collected fees get paid.

Payments are done via electronic deposit in the client's bank account through BIZ affiliated banks (PIRAEUS BANK, EUROBANK) followed by a detailed report to the client's email in order to facilitate client's records update. These consignments / collections are put in COD status on BIZ's Tracking Tools system for further Sender / Client update and facilitation. In case the client does not hold an account in one of the aforementioned banks, the payee is charged with any additional bank transfer fees.

**Morning Delivery:** Morning Delivery Service or Delivery service in a preferred two-hour time frame: Refers to morning delivery (usually before 10:30 a.m.), or delivery in a preferred two-hour time frame within business hours of Biz affiliated networks, considering that start of first preferred two-hour time frame is no earlier than 10:00 a.m. on the expected day of delivery (where applicable). It refers to solely Biz Standard Service (Next day) and does not apply to parcel consignments of over 5 kg of actual weight or 5.25 kg of volumetric weight (dimensions: 35cm x 30cm x 25cm). Service applies only for destinations - addresses within city limits of affiliated delivery point and does not apply for Remote Areas. As Network City is deemed every city in Greece where BIZ has a service point through its affiliated network. BIZ website ([www.bizcourier.eu](http://www.bizcourier.eu)) offers a detailed list of its delivery points and their addresses. In case the above requirements are not met, the choice of service is done with sole responsibility lying with customer/sender (with no liability on the part of BIZ).

**Saturday Delivery Service:** Refers to delivery on Saturdays (a non business day). Service applies only for destinations - addresses within city limits of affiliated delivery points and does not apply for Remote Areas and cannot be combined with Morning Delivery or Delivery service in a preferred two-hour time frame or Time Critical Delivery (three-hour time frame).

**Purchase Service:** BIZ fulfils the purchasing of an item on your behalf and delivering it at the location of your choice. The payment for the purchase is done upon delivery or via bank prepayment of purchase amount to Biz. In case of customers with inactive code or not affiliated with Biz, purchase amount down-payment is required to put forward the order

**Time Critical Service:** Delivery Service within a preferred three-hour time frame: Refers to pick-up and delivery of consignments within Attica on working days within business hours of 09:00 to 17:00, considering that start of first preferred three-hour time frame is no earlier than 10:00 a.m. Refers to Biz Standard (Next day) and Biz Same Day Services and does not apply to parcel consignments of over 5 kg of actual weight or 5.25 kg of volumetric weight (dimensions: 35cm x 30cm x 25cm). The service is not available for Remote Areas in Attica. Cases of combining special services (early delivery, cash on delivery etc.) with Biz Same Day Service can only be offered after consulting with BIZ.

In case the above requirements are not met, choice of service is done under customer/sender responsibility (with no liability on the part of BIZ).

**Registration Number Return to Sender Service:** Refers to getting a Registration (Protocol) Number during consignment delivery and its return to the sender.